

### Security Breaches

#### POLICY

it is the policy of Connect Transportation to maintain the security of the premises and vehicles by reporting and responding to breaches in security.

#### PROCEDURE

1. In an effort to establish and maintain a safe and secure environment.
  - a. Any individual seen in the office area or the bus parking premises who is not recognized shall be stopped and questioned.
  - b. If the individual has business at Connect Transportation escort him or her to the proper person, or to the facility front desk.
  - c. If the individual runs off, notify the General Manager or Fleet Manager immediately and complete an Incident Report.
  - d. If the individual becomes belligerent or threatening in any way, leave the scene, notify the General Manager or Fleet Manager and call 911.
  - e. Follow the instructions given by 911. Provide the following information, to the best of your ability, then complete an Incident Report.
    1. Height
    2. Weight
    3. Gender
    4. Ethnicity
    5. Clothing description
    6. Any distinguishing marks (physical, language, mobility, etc.)
2. Assault — If an individual is found on the Connect Transportation premises and is assaulting a person served or staff person, retreat to a safer location and secure the safety of the other persons served and staff.
  - a. Call 911 and follow the instructions given by 911.
  - b. Maintain visual observance of the individual, if possible.
  - c. Assist the police upon arrival, and provide any first aid necessary.
  - d. Complete an Incident Report within 24 hours.
3. Prank or Disturbing Phone Calls — Staff receiving prank or disturbing calls shall do the following:
  - a. Report the call to the General Manager and request further instructions.
  - b. Call 911 if determined necessary by the General Manager and provide any distinguishing voice characteristics such as pitch, accent, speech impairments, etc.
  - c. Complete an Incident Report within 24 hours.
4. Unlocked doors, when opening or after hours — If a door is found unlocked, the following action should be taken:
  - a. Re-lock door.
  - b. Contact the Connect Transportation General Manager or Facility Manager.
  - c. The General Manager or his designees will perform an immediate search of the area, and contact Alert Alarms for the last person to exit the building entry alarm and security system.
  - d. The General Manager shall complete an Incident Report within 24 hours.
5. Missing Property — If Gulf Coast Center/Connect Transportation property is found missing, the following action should be taken:
  - a. Look for the item in the immediate area where it is normally kept.
  - b. Report the item to the General Manager or person responsible for the item.
  - c. Report the item to the Director of Central Publishing.
  - d. File an Incident Report within 24 hours.

*Source: Operator Safety Manual, Connect Transportation, Gulf Coast Center*